

State of California - Department of Social Services

DUTY STATEMENT

EMPLOYEE NAME:

CLASSIFICATION:

Management Services Technician

POSITION NUMBER:

800-805-5278-001

DIVISION/BRANCH/REGION: (UNDERLINE ALL THAT APPLY)BUREAU/SECTION/UNIT: (UNDERLINE ALL THAT APPLY)

CCLD

Technical Assistance & Policy Branch

SUPERVISOR'S NAME:

Gary Palmer

SUPERVISOR'S CLASS:

CEA

SPECIAL REQUIREMENTS OF POSITION (*CHECK ALL THAT APPLY*):

- ☐ Designated under Conflict of Interest Code.
- ☐ Duties require participation in the DMV Pull Notice Program
- ☐ Requires repetitive movement of heavy objects.
- ☐ Performs other duties requiring high physical demand. (*Explain below*)
- ☒ None
- ☐ Other (*Explain below*)

I certify that this duty statement represents an accurate description of the essential functions of this position.

I have read this duty statement and agree that it represents the duties I am assigned.

SUPERVISOR'S SIGNATURE

DATE SIGNED

EMPLOYEE'S SIGNATURE

DATE SIGNED

SUPERVISION EXERCISED (Check one):

☒ None ☐ Supervisor ☐ Lead Person ☐ Team Leader

FOR SUPERVISORY POSITIONS ONLY: Indicate the number of positions by classification that this position directly supervises.

Total number of positions for which this position is responsible:

FOR LEADPERSONS OR TEAM LEADERS ONLY: Indicate the number of positions by classification this position leads.

MISSION OF ORGANIZATIONAL UNIT:

Technical Assistance and Policy Branch (TAPB) develops regulations, formulates policy and provides training and technical assistance to licensing staff and care providers. TAPB also certifies facility administrators and oversees approval of vendors who provide initial and continuing education for facility administrators.

CONCEPT OF POSITION:

Under the supervision of the Technical Assistance and Policy Branch Chief, the Management Services Technician (MST) performs a variety of less complex analytical and technical assignments for the Branch. The MST provides a variety of Branch activities which includes originating complex and sensitive correspondence, completing statistical reports which measure the effectiveness and productivity of the Branch. The MST works independently and is effective in numerous areas where sound judgment and tact are necessary.

A. RESPONSIBILITIES OF POSITION:

- 40% Assists journey level analysts for two Bureaus in the Branch in the development and preparation of complex and sensitive correspondence and performs the less complex research, gathering and analysis of Branch assignments. Interpret, write and edit written material.
- 20% Maintain personnel files and Branch position records with complete confidentiality. This includes responding to the Division Liaison's and upper management requests for the assignments related to the Branch's position control (e.g. All Branch PS 222 matters, exam coordination, vacancy tracking and reports, duty preparation and maintenance, monthly org charts.) Serve as time keeper back-up for the Branch.
- 10% Prepare less difficult monthly expenditure reports including Travel, Training, Overtime, Temporary Help, and Contracts reports at Program, Bureau and Branch levels. Review discrepancies or errors and coordinate corrective actions with Accounting, Business Services, and CCL's assigned Fiscal Analyst.
- 10% Serve as PC Administrator for the Branch and troubleshoot various types of office equipment (e.g., PCs, printers, FAX machine, calculator, photocopy machine, scanner). Consult with ISD and Business Services for more complex matters. Serve as Facilities Coordinator for the Branch.
- 5% Reviews all correspondence, memos and bill analysis for accuracy, grammar and format prior to delivery to upper management.
- 5% Receipt and track of Petitions for Reinstatement/Reduction in Penalty received in the Division, coordinate appropriate supporting information from Legal Division and forward to appropriate Program Office contact for processing.
- 5% Coordinate training schedules of all Branch staff.
- 5% Other duties as required.

B. SUPERVISION RECEIVED:

The MST receives direction from and reports to the Branch Chief of the Technical Assistance and Policy Branch.

C. ADMINISTRATIVE RESPONSIBILITY:

The MST is required to maintain accurate and confidential personnel records and other related documents as requested by the Branch Chief.

D. PERSONAL CONTACTS:

The MST has daily contacts with staff in other programs of the Division and the Department of Social Services. There are also telephone contacts with community care providers, community care clients, legislators and their staff, general public, and private agencies. Calls must be handled tactfully to ensure that good working relations and public relations are maintained.

E. ACTIONS AND CONSEQUENCES:

Failure to use good judgment in handling sensitive and confidential telephone calls and/or correspondence could result in release of information in violation of law.

F. OTHER INFORMATION:

The MST must have good interpersonal skills and be able to work well under pressure. The MST must act independently and be effective in numerous areas where judgment and tact are necessary.